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10/052,575

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	6169976 6226412 6226412 6334111 6389541).pn. (6463436 5435004 6336105 6363365 4805209 5915209 6138110 6611498 5535276 5737419 6098056 5774661 6061791 6061791 6233609 5671225 5781892 5991373 6141659 6477531 6615240 6694314 5349643 6205479 5696809 6178438 5720036 5999945 6052198 6173295 6249812 4603326 5799072 6058420 6070149 3581064 3665119 4544834 4821118 5216595 5256863 5943241 6038492 6267670 6582304 6064973 5890149 6233617 3831518 6416413).pn. (5239165 6146272 5276628 6006148 5333257 5467270 5671280 5745886 5845256 5930768 5970472 5999914 6144991 6263318 6362838 6532479 6578009 6070142 4398708 5682524 5809497 5873069 6073242 6167380 6188989 3609248 3594503 3652795 5799173 5950172 6298352 6668281 6643774 5835575 5949856 5687971 6282517 5634127 5835896 5848412 5991395 6070798 6115040 6223220 6223220 6243691 6353483 6362895 6381032 6396593).pn. (6429947 6453302 6647373 6718263 4546434 5983273 6199114 6253369 6343273 6430540 6442550 6460163 6598167 6606708 6408263 5706437 6076108 6085220 5945655 6055519 5909492 6336135 5692030 6453317 6584074 6049822 6460077 6604089 6631356 4624481 6430177 5260986 6332161 6344853 6493871 6078679 6255943 6603396 6101483 6161145 5918191 5926798 5937048 5962834 6175920 6188673 6256670 6473407 6490620 5452221).pn. (6292830 6389402 6385646 6446045 5769269 6119227 6246771 6351688 5804803 5971277 6016504 6134533 6408281 6415265 6460072 6535913 6691093 6282522 5644118 5883940 5949043 6003762 6003767 6097792 4982337 5966698 6253193 6363488 6427140 6205446 6032184 5253166 5793849 6038597 6195694 6260048 6353446 6064982 5621797 6480859 6216108 6216108 4949373 6408292 5838682 5835856 6122631 6085169 6477533 6408283)	
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<input type="checkbox"/>	L20 L19 and ((automobile or automobiles or car or cars) same (sale or sales))	314
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<input type="checkbox"/>	L14 L13 and sale\$.ti.	1
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<input type="checkbox"/>	L11 (L8 or L9) and (car\$ or automobile\$).ab.	0
<input type="checkbox"/>	L10 (L8 or L9) and (car\$ or automobile\$).ti.	0
<input type="checkbox"/>	L9 L7 and (customer\$ or client\$ or consumer\$).ab.	28
<input type="checkbox"/>	L8 L7 and (customer\$ or client\$ or consumer\$).ti.	2
<input type="checkbox"/>	L7 L6 and (car\$ or automobile\$)	62
<input type="checkbox"/>	L6 sale\$.ti.	876

- ☐ L5 L4 and (car\$ or automobile\$) 1
- ☐ L4 6141658.pn. 1
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Relevance scale ☐

1 Risks to the public: Risks to the public in computers and related systems

Peter G. Neumann

May 2002 **ACM SIGSOFT Software Engineering Notes**, Volume 27 Issue 3

Full text available: [pdf\(1.92 MB\)](#) Additional Information: [full citation](#)

2 Illustrative risks to the public in the use of computer systems and related technology

Peter G. Neumann

January 1996 **ACM SIGSOFT Software Engineering Notes**, Volume 21 Issue 1

Full text available: [pdf\(2.54 MB\)](#) Additional Information: [full citation](#)

3 Disintermediation and reintermediation in the U.S. air travel distribution industry: a Delphi st

Donald J. McCubbrey

June 1999 **Communications of the AIS**

Full text available: [pdf\(174.87 KB\)](#) Additional Information: [full citation](#), [references](#)

4 Social Analyses of Computing: Theoretical Perspectives in Recent Empirical Research

Rob Kling

January 1980 **ACM Computing Surveys (CSUR)**, Volume 12 Issue 1

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Patrick G. McKeown, Richard T. Watson

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6 Information technology and physical space

101052515

Henry C. Lucas

November 2001 **Communications of the ACM**, Volume 44 Issue 11



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7 E-commerce and the information market

Varun Grover, James T. C. Teng

April 2001 **Communications of the ACM**, Volume 44 Issue 4

Full text available:  [pdf\(256.24 KB\)](#)  [html\(36.08 KB\)](#)

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8 Simulation in the next millennium

Sanjay Jain

December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation---a bri to the future - Volume 2**

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9 The process recombinator: a tool for generating new business process ideas

Abraham Bernstein, Mark Klein, Thomas W. Malone

January 1999 **Proceeding of the 20th international conference on Information Systems**


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10 Exploring obstacles: integrating CSCW in evolving organisations

Yvonne Rogers

October 1994 **Proceedings of the 1994 ACM conference on Computer supported cooperative work**

Full text available:  [pdf\(1.39 MB\)](#)

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Integrating CSCW systems to organisations is highly complex. This paper examines the co-evoluti process involved in tailoring a CSCW system to fit in with the current organisational structure, wh concurrently adapting the working practices to enable the system to support collaboration. A stud presented which analyses the various obstacles and inequities that ensue when a multi-user syste is implemented in a company. To facilitate the management and resolution of the emergent prob

Keywords: CSCW systems, conceptual framework, field studies, implementation, situation use

11 The impact of object technology on commercial transaction processing

Edward E. Cobb

August 1997 **The VLDB Journal — The International Journal on Very Large Data Bases**, Volume Issue 3

Full text available:  [pdf\(649.17 KB\)](#)

Additional Information: [full citation](#), [abstract](#), [index terms](#)

Businesses today are searching for information solutions that enable them to compete in the glob marketplace. To minimize risk, these solutions must build on existing investments, permit the bes technology to be applied to the problem, and be manageable. Object technology, with its promise improved productivity and quality in application development, delivers these characteristics but, t date, its deployment in commercial business applications has been limited. One possible reason is the ...

Keywords: Objects, Workflow, transaction processing

12 Level II technical support in a distributed computing environment

Tim Leehane

September 1996 **Proceedings of the 24th annual ACM SIGUCCS conference on User services**

Full text available:  pdf(5.73 MB)

Additional Information: [full citation](#), [references](#), [index terms](#)

13 The TWA reservation system

David Gifford, Alfred Spector

July 1984 **Communications of the ACM**, Volume 27 Issue 7

Full text available:  pdf(2.35 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Where can you find a solid, forthright overview of the computer systems and management behind airline reservations? NASA's space shuttle? Or any of the multitude of other large computer systems that support important projects or national activities? It's hard, sometimes impossible: partly because the people who worked on such systems often do not have the time to write about their experiences: and partly because many professional journalists who interview these people do not have the techni ...

Keywords: ACP, PARS, airline reservation system

14 Client-server computing

Alok Sinha

July 1992 **Communications of the ACM**, Volume 35 Issue 7

Full text available:  pdf(7.53 MB)

Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#),
[review](#)

Keywords: client-server computing

15 Electronic markets and electronic hierarchies

Thomas W. Malone, Joanne Yates, Robert I. Benjamin

June 1987 **Communications of the ACM**, Volume 30 Issue 6

Full text available:  pdf(1.61 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

By reducing the costs of coordination, information technology will lead to an overall shift toward proportionately more use of markets—rather than hierarchies—to coordinate economic activity.

16 Technical papers: mobile and distributed computing: A programming model and system support for disconnected-aware applications on resource-constrained devices

Yaron Weinsberg, Israel Ben-Shaul

May 2002 **Proceedings of the 24th International Conference on Software Engineering**

Full text available:  pdf(1.28 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

The emergence of networked lightweight portable computing devices can potentially enable accessibility to a vast array of remote applications and data. In order to cope with shortage of local resources such as memory, CPU and bandwidth, such applications are typically designed as a thin client thick-server applications. However, another highly desirable yet conflicting requirement is to support disconnected operation, due to the low quality and high cost of on-line connectivity. We

present a nov ...

17 Spoken dialogue technology: enabling the conversational user interface

March 2002 **ACM Computing Surveys (CSUR)**, Volume 34 Issue 1

Full text available:  pdf(987.69 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#), [review](#)

Spoken dialogue systems allow users to interact with computer-based applications such as databases and expert systems by using natural spoken language. The origins of spoken dialogue systems can be traced back to Artificial Intelligence research in the 1950s concerned with developing conversational interfaces. However, it is only within the last decade or so, with major advances in speech technology, that large-scale working systems have been developed and, in some cases, introduced into commerce ...

Keywords: Dialogue management, human computer interaction, language generation, language understanding, speech recognition, speech synthesis

18 E-commerce: a market analysis and prognostication

Sherrie Bolin

September 1998 **StandardView**, Volume 6 Issue 3

Full text available:  pdf(205.18 KB)

Additional Information: [full citation](#), [citations](#), [index terms](#), [review](#)

19 Dealing with mobility: understanding access anytime, anywhere

Mark Perry, Kenton O'hara, Abigail Sellen, Barry Brown, Richard Harper

December 2001 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 8 Issue 4

Full text available:  pdf(217.74 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

The rapid and accelerating move towards use of mobile technologies has increasingly provided people and organizations with the ability to work away from the office and on the move. The new ways of working afforded by these technologies are often characterized in terms of access to information and people anytime, anywhere. This article presents a study of mobile workers that highlights different facets of access to remote people and information, and different facets of *anytime, anywhere* ...

Keywords: Awareness, context, dead time, diary study, distributed collaboration, interviews, mobile communication, mobile technology, mobile workers, personal computing

20 Recovery guarantees for Internet applications

Roger Barga, David Lomet, German Shegalov, Gerhard Weikum

August 2004 **ACM Transactions on Internet Technology (TOIT)**, Volume 4 Issue 3

Full text available:  pdf(997.52 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Internet-based e-services require application developers to deal explicitly with failures of the underlying software components, for example web servers, servlets, browser sessions, and so on. This complicates application programming, and may expose failures to end users. This paper presents a framework for an application-independent infrastructure that provides recovery guarantees and masks almost all system failures, thus relieving the application programmer from having to deal with these failures ...

Keywords: Exactly-once execution, application recovery, communication protocols, interaction contracts

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